

# Air Force Space Command

Guardians of the High Frontier

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U.S. AIR FORCE

***“A Customer  
Perspective”***

Laura  
McDonough  
Program  
Manager

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*Integrity - Service - Excellence*

UNCLASSIFIED



# ***Discussion Topics***

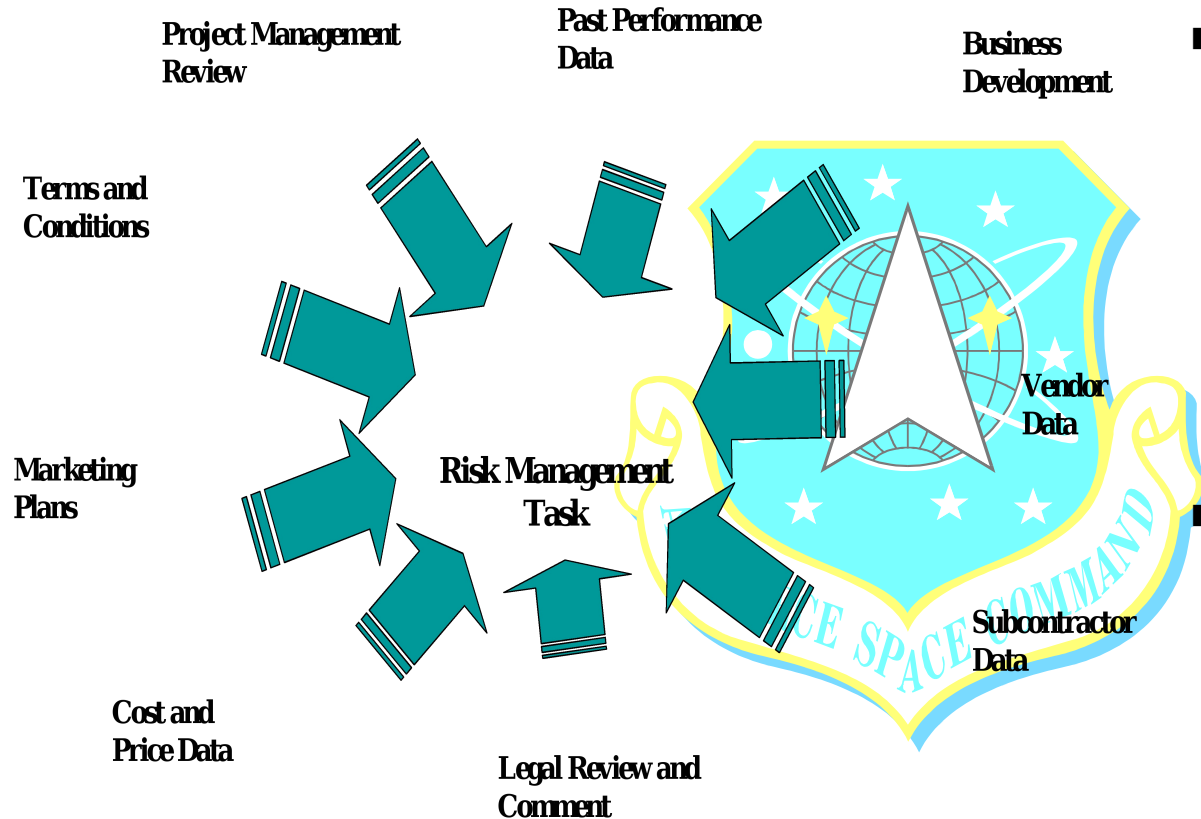


- **Requirements Development**
  - **Risk Assessment**
  - **Performance Based**
  - **Customer Involvement**
  - **Interfaces with Industry**
- **Source Selection Criteria Development**
  - **Factors in FAR**
  - **Subfactors**





# Requirements Development Risk Assessment



## ■ Coordinated efforts of:

- Independent Assessments
- Program Team Members
- Defined communication streams

## ■ Identify risk attributes

- Risk Definition
- Risk Elements
- Potential Impacts
  - Probability & Consequence



# ***Requirements Development Performance Based***



- **Performance Based (“What” not “How”)**
  - **Empowers the Customer**
  - **Allows Government and Contractor Latitude to Work Towards a Common Goal**
  - **Enhances Communication Between the Customer and Acquisition Team (Contractor is a Part of the Team)**
  - **Requires Government/Contractor Cooperation and Partnering**



# ***Requirements Development***



## ***Customer Involvement***



- **Customer Identifies:**
  - **Service Outcomes (Metrics) Desired**
    - Requires Good Workload Data for Bidding Purposes
  - **Standard and Unique Service Requirements**
  - **Challenges or Changes (New Systems or Programs Coming On-line, etc..)**
  - **Specific Publication & Directive References vs. Entire Documents**
  - **Commercial Equivalents**
    - Industry Practices and Standards



# ***Requirements Development***



## ***Interfaces with Industry***



- **Customer, through the Contracting (Acquisition) Process, Solicits Industry Input & Feedback**
  - **Risk Assessment**
  - **Requirements (SOW, PWS, SOO, etc.)**
- **Contracting May Solicit Feedback in other Contract/RFP Areas, such as:**
  - **Contract Length/Type**
  - **Incentive Structure**



# ***Source Selection Criteria Factors in FAR***



- **Past Performance**
- **Mission Capability**
- **Proposal Risk**
- **Cost/Price**





# ***Source Selection Criteria Subfactors***



## **■ Subfactors Developed by the Acquisition Team (Customer is Key Player on Team)**

- **Government Goal is to Identify Discriminators**
- **Government Does Not Want the Requirement from the SOW (PWS) Repeated in the Contractor's Proposal**
  - **Looking for Understanding of the Requirement and Effective and/or Innovative Approaches**
  - **Difficult to Achieve a “Blue” on Operations and Maintenance Contracts, but Not Impossible**



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**Thank**

**You!**

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